

## CLI Number Allocation for 8x8 ContactNow

**Note:** Any CLI (international & local) asserted must be owned by either 8x8 or the customer (*subject to verification via copy of a relevant bill no more than 3 months old showing that the number belongs to the customer*).

The customer must also have a compliant process in place to ensure that a 3rd party can call the number back, know who was calling them as well as be able to request termination of the calls - The incoming call should be answered by a human or by a message followed by a voicemail or IVR system which facilitates this.

To ensure that 8x8 are OFCOM compliant we will only accept standard geographic and free or low-cost non-geographic numbers to be displayed as a custom CLI - We will not accept company names, withheld CLI's (even for debt collectors), numbers beginning with 07 as they are mobile numbers (for any purpose at all), high-cost numbers or un-reachable numbers.

<b>Contact Centre Name:</b>	<b>CCID:</b>
<b>Queue ID(s) / Name(s) To Assign Number To:</b>	
<b>Number To Be Used As CLI On Outbound Queue(s):</b>	

<b>Company Name:</b>
<b>Company Address:</b>
<b>Postcode:</b>

I confirm we are requesting the above number be assigned to the queue(s) stated above on our Contact Centre. I understand and accept our responsibilities in relation to OFCOM guidelines relating to individuals/organisations who are generating a large quantity on nuisance calls being more easily traced and potentially prosecuted by preventing these people from hiding their identity behind fake / misleading CLI's. I also accept that the number(s) used as a CLI on outbound queues must be from the same country the calls are being made to.

*Please ensure you physically sign the CLI form, as WE WILL NOT accept digital signatures.*

<b>Name:</b>	<b>Signature:</b>
<b>Job Title:</b>	

### For Office Use Only

<b>Received Copy of Bill Showing Number and Company Address:</b>	
<b>Telco Who Provides Number:</b>	
<b>Case Number:</b>	<b>Date of Request:</b>
<b>Number Assigned to Queue:</b>	<b>Customer Notified and Case Updated:</b>
<b>Processed by:</b>	<b>Manager's Signature:</b>